

Fact Sheet About Sim Ring

What is it?

Sim Ring is an optional feature available to campus faculty and staff through the SL100 telephone switch in the Information Technology – Telecommunications Department. This *Sim Ring* feature *simultaneously* rings up to five (5) additional local phone numbers when an on-campus phone is dialed. The phone answering first is connected to the caller, and all other phones stop ringing.

How does it work?

Each faculty or staff member opting for this new feature will have complete control as to when this feature is turned on or turned off, as well as when any of the up to five (5) phone numbers are added, changed, or deleted. This user control is available from any phone at any time.

Sim Ring is very user-friendly! The user dials 536-0099 to begin the set-up process and then follows the voice prompts to be walked through the entire process. The user will be asked to enter his/her ten digit phone number (i.e., 618-453-xxxx) and his/her password assigned by a Customer Service Representative in Telecommunications.

If the user has SIUC Voice Mail, Sim Ring will pick up incoming calls that are not answered by the Sim Ring designated phones.

Typical Applications

Faculty or staff members most likely to use this new feature may include the following:

- A professor who has an office and a lab, each with their own phone numbers, where both will ring.
- On-call personnel, where both their office and cell phone numbers will ring.
- Lab or office managers responsible for more than one area, who may be at any of several different locations, where up to five locations will ring.

Restrictions

1. Sim Ring CANNOT be used with phone numbers that are NOT LOCAL:

- Long Distance (home, cell phone, etc.)
- Toll Free
- Automatic Call Distribution Numbers
- Multiple Appearance Directory Numbers
- Hunt Groups

2. There are special considerations to take into account if the user has voice mail on either their office phone or their cell phone, and they choose either of these phone numbers as one of the Sim Ring numbers:
 - Office Phone Voice Mail:
 - Remember, the phone answering first is connected to the caller, and all other phones stop ringing. For example, if you have voice mail on your office phone and have your local home phone number as a Sim Ring number, the call will go into your office phone voice mail if you do not answer your home phone first. When voice mail picks up the incoming call, all other phones will stop ringing.
 - Cell Phone Voice Mail:
 - Again, remember, the phone answering first is connected to the caller, and all other phones stop ringing. For example, if you have your cell phone as a Sim Ring number and your cell phone is turned off with its voice mail activated, or your cell phone battery is low or dead, the call will go into your cell phone voice mail. When this happens, all other phones will stop ringing.
3. Sim Ring does NOT follow Call Forwarding.
4. Just because you activate this feature does not mean you always have to keep it turned on! You may activate and deactivate Sim Ring at any time from any phone. This means you may select to activate it only on certain days or at certain times. The choice is yours!
5. Just because you already have your five Sim Ring numbers selected does not mean those numbers are carved in stone! You may add, change, or delete the Sim Rings numbers. Again, this can be done at any time from any phone.

Optional

The new Sim Ring feature is completely optional! It is Telecommunications' way to help meet the needs of those faculty and staff members that might find this feature beneficial to them in conducting University business.

Cost

Telecommunications is offering the Sim Ring feature FREE FOR ONE MONTH for those wanting to try it out to see if they like it.

After that, there is a \$10.00 one-time activation fee for Sim Ring, along with a \$2.00 monthly recurring charge.

If you want SIUC Voice Mail to pick up incoming calls that are not answered by the Sim Ring phones, and do not have voice mail, you can have the voice mail feature added. There will be an additional \$5.00 one-time, activation fee for voice mail, along with an additional \$3.00 monthly recurring charge.

How Do I Sign-Up for Sim Ring?

To sign-up for this new Sim Ring feature, just complete a TSR (telecommunications service request) and return to Telecommunications at Mail Code 4432 or by fax at 453-4000.

The TSR form is available on the Telecommunications web site at <http://www.infotech.siu.edu/telecom>.

Questions?

If you still have questions or concerns, please call and talk with one of the Customer Service Representatives in Telecommunications at 453-2484. Be sure and ask them about trying this new feature FREE FOR ONE MONTH!